

Tips to Improve Communication with Hospital Registries

Effective two-way communication with hospital registries can help build strong relationships and improve reporting.



Develop a plan to communicate with hospital registrars on a regular basis.

- It may help to designate a single point of contact or liaison at the central registry for each facility to develop one-on-one personal connections.



Maintain an up-to-date list of key contacts at hospital registries, including on-site contacts for facilities with contracted staff.



Provide monthly or quarterly communications via a newsletter or the state cancer registrars association. Topics may include education, abstracting tips, central registry news and events, and approaching deadlines.



Hold quarterly or biannual town hall–style meetings with hospital registrars to cover important topics of interest and give registrars an opportunity to ask questions and share ideas among themselves.



Use electronic surveys to get feedback and input from hospital registrars. There are a number of no-cost, easy to use survey tools available online.



Implement encrypted email or other secure data exchange tools to facilitate communication.



Implement use of a portal or inquiry system for all abstracting and coding questions to ensure standardized answers, less redundancy, and documented responses with tracking and search functions.



This tip sheet was developed based on contributions from central registries throughout North America. It is not meant to lay out a specific methodology, but rather as a starting point for more in-depth discussions, development of tools, and the establishment of new processes or practices within individual registries as appropriate.

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